

The Performance Reporter

JANITORIAL ♦ FACILITIES ♦ LABOR ♦ GROUNDS ♦ SPACE PLANNING ♦ BUILD OUTS

What's Inside This Issue?

- I-9 crackdowns putting employers under the gun!
- Advice from an industry Pro!
- The \$50 Newsletter Quiz.
- Cleaning Tip – Removing Blood Stains
- Ice is Melting - is Mold Growing in your Walls??



Company Highlights:

“Employee of the Month”..... 2

Message from the President.....2

New Business Activity..... 2



I-9 Crackdowns on the Rise—Are you at Risk?

Did you know that immigration raids have decreased, while the number of I-9 audits has risen dramatically during the first two years of the Obama administration? Rather than just close down buildings and detain workers for interrogation and ultimately deportation (as was the case in past years), the Immigration and Customs Enforcement (ICE) under the Obama administration has shifted the focus to the employer, increasing administrative fines, paper audits, fines and even criminal

prosecutions. While its reported that the ICE does still arrest some undocumented workers, the agency no longer has spectacular raids where hundreds of workers are arrested, processed and tried in makeshift courts set up at plants.

So what does this mean? Well, for starters, fines for simple violations range from \$110 to \$1,100 per violation, with fines possible in the millions for larger mistakes. But if the ICE decides to pursue criminal prosecution, it can be the

managers as well as the company that are put on trial. That's right! No more simply shifting the blame upstairs.

What's more, while certain industries may not be concerned because of a largely majority employee demographic, what about the companies you do business with that cannot say the same thing? Now that the companies will be sharing the stigma of using

Continued on last page

From the Source – BSC Advice from a Seasoned Property Manager

Managing 14 buildings with 100 office tenants is a large undertaking... How do we, as property managers, get through this mess? My Day Porter is the best help I have for making sure my tenants don't slip and fall... many of who simply don't watch their step.

From clearing and spreading salt on the sidewalks, to mopping up the entrance floors, to maintaining those pesky mats that collect dirt and dust on dry days and sand and water on the rainy and snowy days. It never, ever ends.

As a property manager, I

would be lost without my entire cleaning staff. And – I know – they always get blamed for everything. Either candy is missing from a dish on someone's desk, or things were moved on a messy desk, or you touched someone's computer or moved a chair or sat in a chair or didn't get the paperclip off the floor or didn't dust on top of the file cabinet – or, or, or. These are the calls we get every day. Everything is the cleaner's fault. Didn't you already know that?

We, as property managers, know that majority of our cleaning staff do an outstanding job. We also

know you have a tough job and sometimes thankless.

Here are a few pointers on how the cleaning staff can do their part:

--Always follow the cleaning specifications. The tenants know what they are and question whether the work has been completed. If you don't know what they are, ask your supervisor. If your supervisor doesn't know, have him/her check with their regional manager. --Don't sit in a chair at a tenant's desk. The tenant feels likes their space has been invaded.

Continued on last page

Performance Recognizes its Employees!



Irma Roman
holding a check for \$250 with
Steve Sadler (president)

Performance would like to congratulate **Irma Roman**

Irma joined Performance Environmental almost 7 years ago filling the role as the receptionist for the Hartford area Office Branch in South Windsor, CT. Since that time Irma has proven herself time and time again by going above and beyond the call of duty, and taking on new challenges and responsibilities, always with a smile!

Irma currently fills the role of *Quality Assurance Coordinator*, and is responsible for overseeing such crucial operations as hiring, training, contract compliance, payroll review and union relations.

Irma is also tasked with monitoring the company's online communication modules for both work orders and customer feedback helping to bring the company into the 21st century, and offering the

company's customers with new technology. Her dedication and tireless pursuit of the company's interests has led her to become the most well respected supervisory agent in the field for the Northern CT operations, and we're sure if you asked any employee, they would agree!

Congratulations Irma!

Cleaning Tips!

Blood Stains?

"Soak the stain in hydrogen peroxide, wash (don't dry), and repeat if necessary. This tip works especially well for carpet and clothes!"



**Middlesex Center for
Advanced Orthopedic
Surgery**

Message from the President

Well it has been, and still is a long winter. It seems like we were just cleaning windows for the last time of the year and getting floors and carpets ready for the holiday season. This winter has taken its toll on the buildings and the people that clean them.

We at Performance have been happy to spend the winter working together with our clients working to keep their facilities in top shape despite the tough weather.

Working and suffering together through the many weather related issues which this winter has brought to bear, whether water leaks from ice damming, snow removal from roofs, or the general influx of sand and salt.

Everyone has had their patience tested but all have persevered. Sunny warm weather is around the corner and we all look forward to it since snow, sand, dust, ice and general

wear and tear have all been the order of the day.

Now it's time to look forward for a great spring, which can't come fast enough. Tempers will cool, carpets and windows will need cleaning again and life as we know and love it will resume!

**Thanks for Your
business!!!!**

SS

Watch Us Grow! Recent Business Activity

Performance Environmental Services is happy to announce that it continues to expand thanks to the hard work of its sales, operations and administration personnel.

Recent new business activity includes...

Look Up! Performance has been doing its share to unbury the region from one of the worst snow accumulations in history, helping to clear over 30 roof tops in only 2 weeks!

Cleaning Services Provided for:

Total Care Nursing, LLC.
In New Haven, CT

Middlesex Center for
Advanced Orthopedic
Surgery in Middletown, CT

Performance Environmental Services, LLC

BRANCH OFFICE LOCATIONS

New Haven, CT

South Windsor, CT

East Providence, RI

Springfield, MA

Toll Free 1-800-899-3597



We're on the Web!

See us at:

www.performancesvc.com

\$50 Newsletter Quiz

Try your hand at a short Industry Related quiz for a chance to win a \$50 Amex gift card.

Guaranteed Winner Each Issue!

Find it online at:

www.performancesvc.com/quiz



I-9 Crackdowns on the Rise cont'd

undocumented workers, are you willing to risk the "guilt by association" factor if and when the time comes that they are prosecuted?

All this raises the question, "how well do you know your vendor's I-9 policy and procedure?" The truth is,

property owners and managers don't look past a company's insurance coverage to sleep well at night most of the time. But in light of recent changes, you may want to consider adding a few well worded questions about your vendor's corporate policy

and ICE compliance and violations record to your list!

Facts taken from an online article by Allen Smith with The Society for Human Resource Management online at www.shrm.org

Snow... Ice... Water - Watch Out for Mold!

With the near record snowfall and ice damning we've experienced this year it's no surprise that water is finding its way into buildings both where we can see it, AND where we cannot. Water can find its way into walls and other areas out of sight - but out of sight should not mean out of mind.

"Where there's water, there's probably mold"

If you suspect you may have water infiltration and/or know you have a mold issue, the advice from experts is that you DO NOT attempt to investigate it or remove it yourself. This can release even more spores and mycotoxins into the air.

Mold should only be handled by a professional under HEPA filtered negative air environment, or encapsulated properly. Even removing a small section of drywall to look behind it can pose a health concern. Bottom line, hire a pro!

www.performancesvc.com/mold

BSC Advice from a Seasoned Property Manager cont'd

--Don't touch anything on anyone's desk (unless the required). Many people are sensitive to having their items moved.

--Don't ever turn on a computer in a tenant space. This is a strong no!!

--If you break something... tell your supervisor, who needs to tell management ASAP!

--Report to the management office, through your supervisor, any burned out lights.

--Look up...if you see stained tiles please report to your supervisor.

--If you can't get into a space (some tenants

change their locks in a multi-tenant building), don't just simply skip the space. Report to your supervisor so the management office can make sure we resolve the situation proactively.

--Please don't forget the trash and vacuuming around shredders. When this is forgotten, regardless of how clean the rest of the space may be, the tenant is convinced their space is never cleaned.

--Clean the restrooms thoroughly. Make sure paper towel and toilet paper dispensers are full every night. If you are out of supplies, tell your

supervisor and they will let the management office know. There is no excuse for being out of supplies.

--Restroom floors must be clean in corners and under toilets and sinks where applicable. Tenants look...and complain if they're not happy. These are just a few points that my help you. We have to work as a team in order that we all keep our jobs.

Thank you all for your good work.

Content contributed by Karen Tietjen of Ashforth Management

Credits and Sources:



JANITORIAL ♦ FACILITIES ♦ LABOR ♦ GROUNDS ♦ SPACE PLANNING ♦ BUILD OUTS

